

**Review Sheet**



Last Reviewed  
10 Sep '20



Last Amended  
10 Sep '20



Next Planned Review in 12 months, or sooner as required.

Business impact	<p><b>MEDIUM IMPACT</b></p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p>
Reason for this review	Scheduled review
Were changes made?	Yes
Summary:	This policy will support staff to help develop person-centred care planning with the service user. The reference number of this policy has changed. Previously it was CP20.
Relevant legislation:	<ul style="list-style-type: none"> <li>• The Care Act 2014</li> <li>• Equality Act 2010</li> <li>• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</li> <li>• Mental Capacity Act 2005</li> <li>• General Data Protection Regulation 2016</li> <li>• Data Protection Act 2018</li> <li>• The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012</li> </ul>
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• Author: NHS England, (2015), <i>Personalised care and support planning handbook: The journey to person-Centred care</i>. [Online] Available from: <a href="https://www.england.nhs.uk/wp-content/uploads/2016/04/core-info-care-support-planning-1.pdf">https://www.england.nhs.uk/wp-content/uploads/2016/04/core-info-care-support-planning-1.pdf</a> [Accessed: 10/9/2020]</li> <li>• Author: Skills for Care, (2017), <i>Good and outstanding care</i>. [Online] Available from: <a href="https://www.skillsforcare.org.uk/Documents/Standards-legislation/CQC/Good-and-outstanding-care-guide.pdf">https://www.skillsforcare.org.uk/Documents/Standards-legislation/CQC/Good-and-outstanding-care-guide.pdf</a> [Accessed: 10/9/2020]</li> <li>• Author: Social Care Institute for Excellence, (2017), <i>Mental Capacity Act (MCA) Care Planning, Liberty and Autonomy</i>. [Online] Available from: <a href="https://www.scie.org.uk/mca/practice/care-planning/liberty-autonomy">https://www.scie.org.uk/mca/practice/care-planning/liberty-autonomy</a> [Accessed: 10/9/2020]</li> <li>• Author: NICE, (2011), <i>End of life care for Adults</i>. [Online] Available from: <a href="https://www.nice.org.uk/guidance/qs13">https://www.nice.org.uk/guidance/qs13</a> [Accessed: 10/9/2020]</li> <li>• Author: Care Quality Commission, (2015), <i>Guidance for providers on meeting the regulations</i>. [Online] Available from: <a href="https://www.cqc.org.uk/sites/default/files/20150324_guidance_providers_meeting_regulation">https://www.cqc.org.uk/sites/default/files/20150324_guidance_providers_meeting_regulation</a> [Accessed: 10/9/2020]</li> <li>• Author: NICE, (2018), <i>Decision-making and mental capacity - Guidelines NG108</i>. [Online] Available from: <a href="https://www.nice.org.uk/guidance/ng108">https://www.nice.org.uk/guidance/ng108</a> [Accessed: 10/9/2020]</li> <li>• Author: Care Quality Commission, (2018), <i>Equally outstanding: Equality and human rights - good practice resource</i>. [Online] Available from: <a href="https://www.cqc.org.uk/sites/default/files/20181010_equally_outstanding_ehr_resource_nov">https://www.cqc.org.uk/sites/default/files/20181010_equally_outstanding_ehr_resource_nov</a> [Accessed: 10/9/2020]</li> </ul>
Suggested action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> <li>• Share 'Key Facts' with all staff</li> <li>• Develop training sessions for relevant staff</li> <li>• Ensure the policy is discussed in planned supervision sessions with relevant staff</li> <li>• Ensure relevant staff are aware of the content of the whole policy</li> </ul>

## Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



## 1. Purpose

**1.1** To set out the framework, standards and values of Inspiring Aspirations Plus Ltd T/A Inspiring Support for planning individualised Support.

**1.2** To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
RESPONSIVE	R1: How do people receive personalised care that is responsive to their needs?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

**1.3** To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:

- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Mental Capacity Act 2005
- | General Data Protection Regulation 2016
- | Data Protection Act 2018
- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012



## 2. Scope

**2.1** The following roles may be affected by this policy:

- | Registered Manager
- | Other management
- | Care staff

**2.2** The following Service Users may be affected by this policy:

- | Service Users

**2.3** The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



## 3. Objectives

**3.1** To have an ordered, auditable way of managing Service User's Support and create a usable framework which incorporates the views and consent of Service Users and their representatives.

**3.2** For authorised staff of Inspiring Aspirations Plus Ltd T/A Inspiring Support to understand their responsibilities and roles in relation to Care Planning.



## 4. Policy

### 4.1 Person-Centred Care

Inspiring Aspirations Plus Ltd T/A Inspiring Support believes that person-centred Care Planning is the only way to achieve a quality service for each individual Service User. Inspiring Aspirations Plus Ltd T/A Inspiring Support will act holistically to develop and deliver Service User Care Planning.

### 4.2 In Partnership with the Service User to Meet Their Needs and Wishes

The Care Planning process will work in complete partnership with Service Users and/or their legal representatives in planning and reviewing their Support to:

- 1 Represent the wishes and aspirations of the Service User, including activities, relationships and end of life wishes
- 1 Maintain and support improvement in mental, psychological, physical wellbeing - including personal and oral hygiene
- 1 Represent the equality, diversity and human rights of the Service User
- 1 Promote choice, self-care and independence wherever possible
- 1 Ensure safety from avoidable harm

**4.3** Inspiring Aspirations Plus Ltd T/A Inspiring Support will always ensure that Service Users or their legal representatives have the right information and will support their need to give informed consent to Care Planning.

Options for Support and information around them will be shared to ensure informed choice.

**4.4** Inspiring Aspirations Plus Ltd T/A Inspiring Support sees Care Planning as an ongoing process which begins with assessment. Care Planning will be systematically reviewed and Inspiring Aspirations Plus Ltd T/A Inspiring Support will respond to changes in the needs and wishes of Service Users and changes in best practice and or legislation.

**4.5** Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that Care Plans are created and updated when end of life care is needed to give the right Support for Service Users to live and die well.

**4.6** Only authorised persons will plan, view, review and audit Care Plans in line with data protection. Care Planning will be undertaken in a space which respects the privacy and dignity of Service Users and will be treated as confidential.

**4.7** All Care Plans will be legible, complete and easy to understand, detailed and practical, easy to follow and reflecting fact.

**4.8** Service Users will have their choice to involve family and friends in the process.

**4.9** Inspiring Aspirations Plus Ltd T/A Inspiring Support will support Service Users to be involved as much as possible where the Service User does not have capacity to give consent.

Inspiring Aspirations Plus Ltd T/A Inspiring Support recognises capacity can change and will keep decisions under review.

**4.10** Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that Care Plans reflect work with other professionals, to ensure continuity of Support where services are joined up and where transition between services or providers takes place.

Inspiring Aspirations Plus Ltd T/A Inspiring Support will work within data protection laws and ensure that Service Users are made aware of how their personal data will be used, stored and shared.

**4.11** Inspiring Aspirations Plus Ltd T/A Inspiring Support will audit and evaluate the Care Planning process to ensure its design and delivery is the best it can be, is easy to use and fulfils its intended purpose.

Measures will always be taken when identified issues are found and improvement needs identified.



## 5. Procedure

### 5.1 Responsibilities

Inspiring Aspirations Plus Ltd T/A Inspiring Support is responsible for the oversight of this policy and Jo Kerley for its management.

All staff at Inspiring Aspirations Plus Ltd T/A Inspiring Support will receive the training necessary for their role in Care Planning and will receive regular updates when required.

### 5.2 Consent

All Inspiring Aspirations Plus Ltd T/A Inspiring Support staff must make sure that the organisation takes into account people's ability to consent, and either the Service User, or a person lawfully acting on their behalf (if they are unable to consent for themselves), must be involved in the planning, management and review of their Support.

The Support Worker must make sure that decisions are made by those with the legal authority or responsibility to do so, but they must work within the requirements of the Mental Capacity Act 2005, which includes the duty to consult others such as carers, families and/or advocates where appropriate.

Inspiring Aspirations Plus Ltd T/A Inspiring Support must comply with the Data Protection Act 2018 and General Data Protection Regulation 2016 and they should review how personal and special categories of data is managed in relation to Care Plans in line with their GDPR policies.

### 5.3 Supporting the Service User to be Involved

- | Every Service User has the right to be involved in their Care Planning, and where a Service User is unable due to capacity, they will have people act in their best interest
- | The Support Worker must ensure that any support or aid required to enable Service User participation is in place
- | Care Planning will take place in a confidential setting in which the Service User feels comfortable and supported. This will usually take place in the Service User's own home

### 5.4 Service Commencement

- | Through an initial assessment of the information provided, Inspiring Aspirations Plus Ltd T/A Inspiring Support will first identify whether it will be able to provide care, treatment and support for the Service User which meets their care, personal, social and safety needs
- | This assessment will identify any specialist equipment and environmental requirements to meet the Service User's personal and safety needs, which should be available for use at the point of service commencement
- | Any risks identified will be formally and individually assessed as part of the Care Planning process and an appropriate written risk management plan created for each risk

### 5.5 Next Steps

- | The result of the assessment will be reviewed by management and staff in order to determine the ability of Inspiring Aspirations Plus Ltd T/A Inspiring Support to meet the Service User's needs and preferences
- | If a Service User's needs and preferences cannot be met, Inspiring Aspirations Plus Ltd T/A Inspiring Support must explore the impact of this to them and explore alternatives, so that the Service User can make informed decisions about their Support
- | The decision to offer or decline the service will be formally notified in writing to the Service User and any purchasing body as soon as possible. Inspiring Aspirations Plus Ltd T/A Inspiring Support will need to take into account any contractual requirements
- | Information about the care, treatment and support services available from Inspiring Aspirations Plus Ltd T/A Inspiring Support and the associated costs, if applicable, will be provided to the Service User during the assessment in order to enable them to make an informed decision about the service

### 5.6 Care Plan

#### Service User Involvement

- | Service Users will have the Care Planning purpose and processes explained to them, and will be informed that they have the right to ask for a Care Plan review meeting at any time
- | All Service Users will have an individual and personalised set of Care Plans which are designed to

**Inspiring Aspirations Plus Ltd T/A Inspiring Support**

support their expressed requirements and desired outcomes from Support provided by Inspiring Aspirations Plus Ltd T/A Inspiring Support

- | The Care Plan must be written and designed to meet the health, psychological and social needs of the individual Service User
- | Service Users or their personal representative will be encouraged and supported to be fully involved in the design of their Care Plan, being given at each stage (where possible) choices of action from which they can choose their preferred option

**Agency Involvement**

- | Inspiring Aspirations Plus Ltd T/A Inspiring Support has the responsibility to ensure that all the relevant agencies are invited to have an input into the Care Plan process to support the effective management of the Service User's physical, psychological, social and personal health and safety needs
- | Care Plans should reflect the recommendations of any external specialist service providers who have a relevant input to the Service Users' physical, psychological or social health and wellbeing

**Equality and Diversity**

- | Care Plans must include any elements of Support to meet the equality and diversity needs of the individual Service User and must within itself be designed not to constrain choices offered to the Service User because of their personal values, ethnicity, age, gender, gender orientation, disability, nationality or religious beliefs

**Informed Consent**

- | The Care Plan must be clear and understandable for the Service User, and their signature should be held on the Care Plan documents as evidence of their understanding of an agreement with its contents
- | When Service Users do not wish to sign the Care Plan, this decision must be recorded in the Care Plan by the Support Worker and a supporting witness signature
- | Service User consent to Support detailed in the Care Plan must be formally obtained before the Care Plan is implemented

**Responsibilities**

- | Care Plans are to be developed by staff who are competent in Care Planning and who have the knowledge to inform and involve Service Users in all stages of the Care Planning process
- | The Support Worker is responsible for the completion of the Care Plan document in full and signs all documents where indicated. This signature demonstrates the accountability for the planning of Support to meet the Service User's needs

**Completion**

- | All sections of the Care Plan documents will be completed. If a section is not deemed appropriate to that individual Service User, the words "not applicable" must be entered on the document and signed and dated to indicate that this area is not applicable, stating reasons where possible
- | Individual Care Plans will state in clear and factual language the detailed Support requirements needed to instruct staff to meet the individual Service User's needs identified by the individual assessment procedures
- | Care Plans will be designed to manage Service Users' environmental, physical, psychological and social health needs in addition to the prevention or minimisation of potential personal health and safety risks to Service Users
- | The involvement of the Service User in the process, the choices offered and the responses must all be recorded
- | All Care Plan instructions carried out by staff must be recorded by those staff, reasonably simultaneously. Other actions and matters which may provide useful information for a subsequent review must also be recorded

**5.7 Review and Reassessment Process**

Care Plan reviews should look at the records generated by staff in order to judge the success of the Care Plan in achievement of the planned outcomes. It should also identify changes to the Care Plan which are required to meet existing, changed or new needs.

**Service User Decisions and Consent**

There must be a review of Service Users' consent and any decision making they have been involved in related to their care, treatment and support.

#### **Service User Review Involvement**

The review is an ongoing process and Service Users should be actively involved in the review of their desired outcomes. They will have the opportunity to alter their desired outcomes or Care Plan implementation at any time.

#### **Risk Review**

The assessment of individual risks will be reviewed on an individual basis when there are any indications of altered risks. This includes both positive changes and a reduction in risk, or negative changes and an increased risk.

#### **Time Scales for Review**

- | Routine reviews will be carried out within 6 weeks from the start of the service and then at least annually or at any more frequent intervals specified. Reassessments may vary in their review period according to individual Service User risks and needs
- | Any change in need for the Service User will require a Care Plan review
- | Routine reviews will include a review of visit records since the previous review date. This will allow Inspiring Aspirations Plus Ltd T/A Inspiring Support to identify any Service User concerns which may indicate a need for a particular assessment review, and to gather additional information regarding the Service User's perception of their daily wellbeing

#### **Reviews**

All relevant staff will be involved in the Care Plan and review.

- | Individual elements of the overall Care Plan can have different scheduled review periods
- | Following Care Plan reviews, the staff skill mix and designated staff linked to the Service User will be reassessed to ensure that the changed Service User requirements can be met
- | The involvement of the Service User in the process, the choices offered and the responses must all be recorded

#### **Changing Needs**

- | The review of the Service User needs may indicate changed needs which require a full in-depth review of elements of assessment or a comprehensive assessment of needs
- | Any change to the Service User's needs, as identified during a review, will be subject to a reassessment and the Care Plan changed and redesigned in order to meet the changed needs

#### **Reassessment**

- | The Service User must be involved in the reassessment processes wherever possible
- | The assessment of Service User requirements, or any professional assessment of needs, will be reviewed when there are changes in the Service User requirements or changes in their accommodation or physical, psychological or social wellbeing
- | Any changes in assessment outcomes will immediately result in a new Care Plan to meet the changed needs

#### **End of Life Care**

It is important to recognise and implement efficiently and smoothly changes in Support required for end of life. This will help ensure the correct agencies are involved and the Service User receives Support which enables changing needs with dignity and respect.

#### **Signatures**

- | All reviewed assessments must be dated and signed by the person completing the assessment documents in order to support Care Plan tracking and accountability
- | All reviewed assessments must be signed by the Service User or their representative in order to indicate their involvement in the process

#### **5.8 Audit**

- | Care Plans will be regularly audited by the Nominated Person or a delegated individual to ensure competencies are being met against the competence standards of Inspiring Aspirations Plus Ltd T/A Inspiring Support
- | Where issues are identified, the Nominated Person will address issues with suitable actions

- | The analysis of the Care Plan audits will be reported to the Management Meeting and where improvements can be made, an action plan will be put in place to track completion of them



## 6. Definitions

### 6.1 Care Planning

- | An audited way of planning person-centred Support which should be completed, and reviewed in partnership with the Service User wherever capacity allows
- | Care Planning is only delivered with the consent of the Service User or their legal representative where the Service User is unable due to lack of capacity
- | It forms the way Support is to be carried out
- | Care Planning is a living document, and should be changed after review to represent the changing life of the Service User
- | Care Planning is individual and owned by the Service User who can see or have it reviewed when they wish
- | Care Planning should be joined up to any other care or treatment the Service User is receiving to ensure a seamless service

### 6.2 End of Life Care

- | End of life care is support for people who are in the last months or years of their life
- | End of life care should help Service Users to live as well as possible until they die, and to die with dignity
- | The people providing care should ask about the Service User's wishes and preferences and take these into account as they work to plan their care. They should also support family, carers or other people who are important to the Service User

### 6.3 Risk Assessment

- | A process to look at any risks to safety that an action may cause the Service User or aspects of the wider service
- | Where risks are identified, a mitigation to the risk should be decided upon, or an alternative action
- | Risk assessments should be reviewed, and changes in Support may have an effect on the risk assessment

### 6.4 Assessment

- | A process to identify what a person's Support needs are against agreed criteria

### 6.5 Review

- | Checking that the assessed needs and the Support put in place to address those needs are right and working for the Service User
- | A review may trigger a 'reassessment' if a review finds it is not working or changes need to be made

### 6.6 Person-Centred Care

- | Support planned around an individual - not a standard set of actions or 'one size fits all' solution
- | This takes into consideration the diverse needs and wishes of individuals in a service tailored for them

### 6.7 General Data Protection Regulation

- | The General Data Protection Regulation 'GDPR' (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union





### Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Care Planning will always be undertaken by trained and competent staff
- | Only Service Users or their legal representatives can consent to Care Planning
- | Service User Care Planning is the road map for Support for Inspiring Aspirations Plus Ltd T/A Inspiring Support
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will work in partnership with other professionals when required and share information when appropriate and in line with data protection principals



### Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Care Planning is an ongoing process to write down what you need and how Support will happen within the service you will receive from Inspiring Aspirations Plus Ltd T/A Inspiring Support
- | You will always be involved in making decisions about your care and given the information you need to understand the decisions you need to make
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will always ask if you agree with what has been written by asking for your consent. This is not a one-off thing, it is ongoing, when changes are made to your care and support you should be able to consent to it
- | Care Planning will start before you start at the service, it will be updated when things change for you and looked at regularly to see if there is anything that can be improved
- | Care Planning will look at a range of information about your life to help plan for you, including your health and care needs, what you like and do not like, your ethnic, cultural, religious, sexual and disability needs and what your wishes are for end of life care as part of your Support
- | You may want other people like family members or close friends to be a part of this process, and if this is what you want, they can be
- | Other professionals may be involved in your Care Planning, this will be discussed with you



### Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



### Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | Staff levels reflect the needs of Service Users set out in their Care Plan
- | Strong evidence of Service Users given the right support to contribute to their Care Plan to their full ability
- | Evidence that Service Users and their legal representatives know and have the support to ask for a review of their Care Plan at any time
- | Clearly identifiable correlation between identified risks and imaginative solutions to enabling Service User choice in managing risk
- | The wide understanding of the policy is enabled by proactive use of the QCS App



## Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Audit and Action Plan - CP39	As part of a monthly of care/support records. Identify random 10% to review on a rotation basis.	QCS

**Support Audit and Action Plan Form**

<b>Area/Item audited</b>	<b>Score 1 – 5</b>	<b>Action required</b>	<b>By date</b>	<b>Signed</b>	<b>Action completed (date)</b>	<b>Signed</b>
Pre-Service Commencement docs completed						
Service Commencement assessments						
Risk assessments						
Advocacy details available						
Service User Care Plans						
Personal Support recording is accurate						
Recording of Service User health						
Recording of Service User social activities						
Support reviews current						
Carer gender choice available						

Area/Item audited	Score 1 – 5	Action required	By date	Signed	Action completed (date)	Signed
Continence assessments						
Continence reviews						
Nutritional reviews						
Pain assessment						
Pressure area risk assessment						
Review of pressure area risk						
Service User involvement in assessment						
Service User involvement in support planning						
Service User involvement in reviews						
Fluid balance						

Area/Item audited	Score 1 – 5	Action required	By date	Signed	Action completed (date)	Signed
Service cessation admin completed						
Service cessation questionnaires						
Key workers in place						
Medications policy followed						
Pre-commencement assessment						
Welcome carried out						
Recreational activities						
Restraint register						
NHS treatment information						
Service User surveys						
<b>Score 1 = Many significant shortcomings</b> <b>Score 2 = Shortcomings outweigh good practice</b> <b>Score 3 = Minimum acceptable standard</b> <b>Score 4 = Good practice outweighs shortcomings</b> <b>Score 5 = No significant shortcomings</b>						

Date of Audit: \_\_\_\_\_